

FREQUENTLY ASKED QUESTIONS

Questions	Answers
How can I contact the various tourist activities?	The receptionist or Supervisor will be able to assist you.
What is the maximum number of people that can be in a room?	Four - two adults and two children 11 and under. - fold out beds available for rent
Are children free?	Children 5 and under are free.
Do you serve meals?	Only complimentary breakfast.
When is check in time?	Anytime after 1:00 pm.
When is check out time?	12:00 noon
Is it wheelchair accessible?	Yes – main floor only
What is the rate?	\$85 US per night – double occupancy
Do you have special rates for seniors?	No
Do you have special rates for children age 5 – 11?	No
What type of payment do you accept?	VISA, Master Card and Cash
Is there a deposit?	Yes – \$50 US per room to confirm booking
When is the balance due?	1 week prior to your arrival.
Who do I call if there is a problem when I arrive in the country?	Contact the Supervisor – 1-868-352-1328
Where can I rent a car?	The receptionist or Supervisor can arrange this for you.
How do I cancel my booking?	Must give 48 hours notice prior to arrival date or be charged one night's stay. Cancellation requests must be sent by E-mail to islandvacation@rogers.com or Fax 519-579-2477
Can I use my cell phone on the island?	Please check with your service provider as you may require a new chip. The other option is to purchase a pay as you go cell phone when you arrive.
Do you provide pick up and drop off to the airport?	No, but we can provide you with a reliable taxi service to use.
Is there additional cost for more than two adults in a room?	Yes - \$50 US per adult to a maximum of 4 – fold out beds available for rent
Do you have group rates?	Yes, please contact us to discuss. Call: 519-585-1139 Fax: 519-579-2477 E-mail: islandvacation@rogers.com
Whom do I contact if I have a comment or a complaint?	Call: 519-585-1139 Fax: 519-579-2477 E-mail: islandvacation@rogers.com

The information is subject to change without notice.